



# Flexible Work Policy



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# 1. Objective of Policy

Waverley Council is committed to providing flexible work arrangements that better balance work and personal commitments. In keeping with this commitment, Council has implemented systems of work that offer flexible hours and rostered days off to attract and retain a committed workforce.

The Flex time/RDO systems are subject to the observation of a number of basic principles that safeguard efficiency and services provided by the staff.

These flexible work arrangements are based on cooperation and trust among staff, supervisors and management.

The objectives of Council's Flexible Work Policy are to:

- Provide guidelines for the operation of the following work arrangements;
  - **Flex time system**
  - **Rostered day off**
- Provide clarity about work performed outside the normal span of hours and the arrangements that apply in these circumstances;
- Enhance the productivity of the organisation by providing employees and management with appropriate knowledge and support of Council's flexible work arrangements.

## 2. Definitions

### 2.1. Flex Time System:

Council's flex time system is a system that permits flexibility of working hours at the beginning or end of the day, provided an agreed period (**core time**) is spent at work.

Any time worked above the ordinary weekly hours is referred to as accrued flex time. To use flex time an employee may work less than their nominated working hours on any day.

### 2.2. Rostered Day Off (RDO):

Council has a number of different rostering arrangements in place. An RDO is taken at a time set out in a prepared roster, usually the same day every 2 weeks.



## 2.3. Overtime:

Council defines overtime in accordance with the provisions in the Local Government (State) Award.

Clause 18A (i) of the Local Government (State) Award 2010 states: *Except where otherwise provided all time worked by direction before the agreed commencement of ordinary hours, or later than the agreed completion of ordinary hours, shall be paid for at the rate of time and a half for the first two hours and double time thereafter.*

## 2.4. Time in Lieu:

Council defines time in lieu in accordance with the provisions in the Local Government (State) Award.

Clause 18A (vi) of the Local Government (State) Award 2010 states: *Where there is prior agreement between the council and the employee, an employee directed to work in excess of ordinary hours may elect either to be paid the appropriate overtime rate or be granted time in lieu equivalent to the actual hours worked. This sub-clause shall not apply to employees who are on call or called back to work.*



# 3. Flex Time System

Council's flex time system provides employees with flexibility to vary their normal working hours to better balance work and personal commitments.

The flex time system may assist employees in balancing family and other personal commitments and enable them to pursue further education and training whilst employed by Council.

## 3.1. What is the Flex Time system?

The system provides staff and supervisors the opportunity to jointly arrange, on a daily basis or as a continuing pattern, the hours that best suit the needs of Council and the employee. Staff levels must be adequate at all times to ensure quality customer service, effective communication and the proper discharge of day-to-day functions and responsibilities.

The system helps employees manage their own pattern of attendance at work. Any time worked above the ordinary weekly hours is referred to as flex time. The time off is taken at a time agreed between the supervisor and the employee. Flex time is where an employee works less than their nominated working hours on any day.

## 3.2. Who does this system apply to?

Although circumstances may exist where attendance at fixed times or for fixed hours may be essential, it is intended that flex time be made as widely available as possible.

As a standard, all indoor (non shift) full-time employees in the following areas are eligible to be part of the flex time system;

<b>Department</b>	<b>Division/Section</b>
General Managers Unit	<b>All Indoor &amp; Non Shift Staff</b>
Corporate & Technical Services	<b>All Indoor &amp; Non Shift Staff</b>
Planning & Environmental Services	<b>All Indoor &amp; Non Shift Staff</b>
Recreation, Customer & Community Services	Bondi and Beaches Place Management Bondi Junction Place Management



	Cultural & Community Services (Except Bondi Pavilion Staff)
	Recreation, Community Planning & Partnerships
	Library & Customer Services
Public Works & Services	<b>All Indoor &amp; Non Shift Staff</b>

**Please note:** Part-time staff (in these areas) will be unable to access the flex time system due to operational requirements. The flex time system should not result in increased costs for Council. Special requests by part-time staff to access the flex time system will only be considered on a case by case basis by the relevant Director.

### 3.3. Ordinary Hours of Work

The ordinary hours under the flex time system will be considered as 140 hours over the four-week cycle (35 hours per week).

The flex time system enables staff to vary their normal hours of duty within the span of hours provided by Clause 17 of the Local Government (State) Award.

### 3.4. Starting and Finishing Times

Starting and finishing times must be between the span of hours and the core times. Generally, the starting times for staff will be between 7:30am – 9:00am and finishing times between 4pm – 6pm depending on the operational requirements of the team.

Prior approval from the appropriate supervisor must be sought before an employee works outside the span of hours. In such cases an agreement should be reached on starting and finishing times and notated in writing and provided to the relevant HR Partner. Only with such express approval may the time worked outside the span of hours be accrued as flex time credit. Please note that the supervisor has the discretion to revert back to a normal span of hours based on operational requirements.

Those employees who, by the nature of their work are currently required to carry out their duties outside of normal working hours will continue to do so. They may make special arrangements with their supervisor to temporarily vary the span of hours of flex time. Work performed on weekends will continue to be recognised using overtime or time in lieu in accordance with the Local Government (State) Award unless an alternate agreement has been reached otherwise

Employees may be required to work certain hours on certain days to meet operational requirements. Starting and finishing times must be approved by the relevant Supervisor. Supervisors must ensure that each area is appropriately staffed to ensure service delivery of the work area is met.



Requests to vary these arrangements must be made by the employee in writing to their Divisional Manager. Requests to work outside the span of hours will not attract penalty rates.

## 3.5. Meal Breaks

A meal break must be taken after 5 hours continuous work. A minimum of 30 minutes must be taken between 12-2pm. This meal break is unpaid.

## 3.6. Cycle Period

The cycle period is a 4 week period at the end of which the employee must have worked at least the standard hours, 140 hours for employees working a 35 hour week.

Hours worked in excess of the standard hours can be taken as flex time subject to other requirements. See 3.8 *Frequency* and 3.9 *Approval Process - Taking Flex time*.

## 3.7. Recording of Time

It is compulsory that all employees record their hours of work on a daily basis. Recording time must be completed using a standardised electronic timesheet to enable the supervisor to save the record on Council's document management system (TRIM). A copy of the timesheet that needs to be used by all staff is provided in **Attachment A**. This document is accessible on Controlled Documents on Lotus Notes.

The timesheet must record when staff arrive for work, commence and finish their lunch break, and cease work for the day.

Employees are entitled to an unpaid meal break after 5 hours continuous work. A minimum of 30 minutes must be deducted from the timesheet to record the meal break.

Actual hours worked should be recorded on timesheets in 5 minute intervals. Thus, if an employee starts at 8:03am the actual starting time will be 8:05am. Employees will be paid as per their ordinary working hours, not actual hours worked.

### **Procedure**

Each employee is required to submit a timesheet to their Supervisor. At the end of each cycle the following process should be followed;

1. The employee should email their timesheet at the end of the cycle to certify the entries are a true record of hours worked.
2. The Supervisor should then review the timesheet to verify the accuracy of the entries and monitor hours worked.
3. Each Division should have a file created by Records to TRIM completed timesheets.



4. It is the responsibility of the Supervisor to save timesheets for their staff to the relevant TRIM file at the end of each cycle.
5. By saving the document to TRIM, the Supervisor authorises the timesheet.

## 3.8. Frequency - Taking Flex Time

The frequency that staff can access flex time varies across the organisation due to operational requirements.

- **Child Care Centre Staff**  
Child Care Centre staff are entitled to take a maximum of 7 hours (1 day or two half days) flex time every **four** weeks.
- **Library Staff**  
Library staff are entitled to take a maximum of 7 hours (1 day or two half days) flex time every **three** weeks.
- **Other staff**  
Staff in other areas as defined in section 3.2 are entitled to take a maximum of 14 hours (or 2 days) flex time during the **4 week cycle period**. In exceptional circumstances, the Divisional Manager has the discretion to approve the taking of 2 flex days consecutively.

Subject to approval, flex days are generally taken as single days which can be taken before or after a weekend.

It is possible to take ½ day per week for the purpose of attending a course of study, or to meet personal commitments, provided this works in accordance with the needs of the position and the division.

An employee may use flex time in conjunction with other leave. It may be used at the start and/or end of annual leave, long service leave or other paid leave.

## 3.9. Approval Process - Taking Flex Time

Flex time can only be taken with the prior approval of the Supervisor. The Supervisor will consider the operational requirements of the workplace and the needs of employees when determining whether or not to approve flex time and will not unreasonably oppose flex time requests.

Flex time cannot be granted to any member of staff in advance of accumulated credit.

Prior approval and reasonable notice is required for any flex leave of a day or more, or for part days where the start or finish times are varied by more than





two hours i.e. where the employee arrives more than two hours after their normal commencement or departs more than two hours prior to the conclusion of their normal finishing time. The taking of flex time must be in accordance with section 3.8 *Frequency - Taking Flex Time*.

Employees required to work on a scheduled flex day, wherever possible will be given two days notice. In these circumstances, arrangements will be made to enable the leave to be taken at another mutually convenient time.

As well as ensuring their operational obligations are met in full, the Supervisor should encourage staff to use Flex time in a responsible manner. Supervisor's who consider that a staff member's attendance patterns are unsatisfactory should immediately counsel the staff member concerned. If difficulties persist, details of the case should immediately be referred to the relevant HR Partner.

## 3.10. Carrying Over Flex Time

A maximum of **14 hours** credit may be carried forward from one cycle (4 week period) to another. Any hours accrued in excess of 14 hours will be forfeited. Under no circumstances will this be "paid out" or converted to time in lieu. Employees are not encouraged to work excess hours and should manage their work load within the 14 hours allowed.

The maximum 14 hours credit provides staff with a buffer for the next cycle. This maximum carry over enables staff to take two flex days without having to work additional hours. This can accommodate staff who are unable to work the additional hours due to family commitments or ill health.

The balance must be neutral or in credit at the end of the settlement period. Employees are not permitted to have a debit balance at the end of the cycle. If this occurs, the debit will be deducted from the employee's Annual Leave balance on the first occasion. On subsequent occasions the debit will be treated as Leave without Pay.

Please note hours worked during pre arranged overtime will not be counted as flex time.

Flex time must be taken in accordance with section 3.9 *Approval Process - Taking Flex Time*.

## 3.11. Flex Time and Leave

Employees operating under the flex time system do not accrue flex time on days they



are on leave. Absences due to leave must be covered by a leave application in accordance with Council's leave procedures.

Instances of leave should be recorded in the timesheet. Whole day absences should be recorded in the timesheet as the normal hours for that day. For example, on Monday if an employee is sick, the employee would record the day as if 7 hours had been worked on that day for the purposes of flex time calculations.

Employees cannot convert flex time to sick leave should they become ill or should they be required to care for an ill family member whilst on flex leave.

## 3.12. Flex Time and Public Holidays

Employees operating under the flex time system do not accrue flex time on public holidays. Whole day absences resulting from a public holiday will be counted as the nominated hours for that particular day in the cycle period. For example, if an employee nominated to work 7 hours on Mondays, and a particular Monday was a public holiday, then the employee would record the day as if 7 hours had been worked on that day for the purposes of flex time calculations.

## 3.13. Terminations

Where an employee has a credit flex time balance on their last day of duty these hours will be forfeited. On termination, no compensation shall be paid for credit hours at the last day of service/duty. The monetary value of any debit balance of hours, as at the date of termination, shall be deducted from any payments due.



# 4. Rostered Day Off (RDO)

There is a range of rostered day off (RDO) arrangements in place across Council. The RDO is taken at a time set out in a prepared roster, usually the same day every 2 weeks. Rostered days off cannot be accumulated by the employee.

## 4.1. Who Does This System Apply to?

- Maintenance & Construction operational staff
- Public Place Cleansing
- Grass Cutting teams
- Mechanical Workshop
- Waverley Cemetery
- Parks Operational staff

Please note: All sections not named above including Resource Recovery do not operate under the RDO system.

## 4.2. Meal Break

A meal break of 30 minutes shall be taken as arranged with the relevant Supervisor.



# 5. Overtime

Overtime is only paid for work done outside the span of hours i.e. or where you are **directly asked to work** overtime and have already worked the number of hours normally required for a standard day.

Clause 18A (i) of the Local Government (State) Award 2010 states:

*Except where otherwise provided all time worked by direction before the agreed commencement of ordinary hours, or later than the agreed completion of ordinary hours, shall be paid for at the rate of time and a half for the first two hours and double time thereafter.*

Paid overtime may only be worked at the specific direction of the Supervisor. Any hours worked outside the span of hours without the prior approval of the Supervisor cannot be claimed as overtime. Hours worked as overtime will be paid the appropriate overtime rate of pay.

A meal allowance shall be paid to employees instructed to work overtime:

- (a) for 2 hours or more prior to their agreed commencing time
- (b) for 2 hours immediately after their agree finishing time and after subsequent periods of 4 hours
- (c) after each 4 hours on days other than ordinary working days.

## 5.1. Overtime Procedure

1. Overtime needs to be authorised by the Supervisor prior to working the hours.
2. Overtime shall be claimed within 30 days of it being worked.
3. Staff must complete an overtime form and have the form approved by their Supervisor.
4. The form should then be provided to the Pay Office for processed and placement on the staff members personnel file.
5. Overtime accruals shall not be forfeited and shall be paid at the appropriate overtime rate on termination or at other agreed times.



# 6. Time in Lieu

An employee **directed to work** in excess of ordinary hours outside the span of hours may elect either to be paid the appropriate overtime rate or be granted time in lieu equivalent to the actual hours worked as per the Local Government (State) Award. This entitlement is to be treated separately from the flex time system.

Clause 18A (vi) of the Local Government (State) Award 2010 states:

*Where there is prior agreement between Council and the employee, an employee directed to work in excess of ordinary hours may elect to either be paid the appropriate overtime rate or be granted time in lieu equivalent to the actual hours worked.*

## 6.1. Procedure

1. Time in Lieu in lieu of overtime needs to be authorised by the Supervisor prior to working the hours.
2. Staff are required to complete an overtime form stating that they wish to accrue time in lieu for the hours worked. This form is signed off by Supervisor.
3. The form is given to the Pay Office so it can be processed and stored on the staff members personnel file.
4. Staff may take time off immediately following or within four weeks of the day the extra time is worked.
5. Time in lieu can only be taken with the prior approval of Supervisor.
6. Staff can accrue up to 21 hours time in lieu, at which time they will need to take the time off.
7. If the time is not taken within the following 3 months the staff member will be directed to take it.
8. Storing or holding in credit time in lieu can only occur with the authorisation of the Divisional Manager.



# 7. Other Flexible Work and Leave Arrangements

There are other flexible work and leave arrangements in place across Council to enable employees to attend to work and family responsibilities.

These include but are not limited to:

- Working from home;
- Leave without pay;
- Parental leave;
- Study leave; and
- Military and Civil Emergency Leave.

# 8. Variation

Council reserves the right to review, vary or revoke this policy at any time.



# ATTACHMENT A

Please note: An electronic copy of the spreadsheet is available on controlled documents or from the HR team.

FLEXTIME ATTENDANCE RECORD (Version 1- Jan 2011)																				Erase Times and Setup New Sheet		
NAME (BLOCK LETTERS)		SECTION					SUPERVISOR													10-Jan-11		
Joe Bloggs		HR					Jane Smith													04-Feb-11		
WEEK ONE					WEEK TWO					WEEK THREE					WEEK FOUR							
NORMAL FLEXTIME BANDWIDTH: 0830-1700		Mon 10-Jan	Tue 11-Jan	Wed 12-Jan	Thu 13-Jan	Fri 14-Jan	Mon 17-Jan	Tue 18-Jan	Wed 19-Jan	Thu 20-Jan	Fri 21-Jan	Mon 24-Jan	Tue 25-Jan	Wed 26-Jan	Thu 27-Jan	Fri 28-Jan	Mon 31-Jan	Tue 01-Feb	Wed 02-Feb	Thu 03-Feb	Fri 04-Feb	
MORNING	Start	08.30	08.30	08.30		08.30	08.30	08.30	08.30	08.30		08.30	08.30			08.30	08.30	08.30	08.30	08.30		
	Finish	12.30	12.30	12.30		12.30	12.30	12.30	12.30	12.30		12.30	12.30			12.30	12.30	12.30	12.30	12.30		
	TOTAL	4.00	4.00	4.00	0.00	4.00	4.00	4.00	4.00	4.00	0.00	4.00	4.00	0.00	0.00	4.00	4.00	4.00	4.00	4.00	0.00	
AFTERNOON	Start	13.00	13.00	13.00		13.00	13.00	13.00	13.00	13.00		13.00	13.00			13.00	13.00	13.00	13.00	13.00		
	Finish	17.00	17.00	17.00		17.00	17.00	17.00	17.00	17.00		17.00	17.00			17.00	17.00	17.00	17.00	17.00		
	TOTAL	4.00	4.00	4.00	0.00	4.00	4.00	4.00	4.00	4.00	0.00	4.00	4.00	0.00	0.00	4.00	4.00	4.00	4.00	4.00	0.00	
APPROVED LEAVE	Type				SIC						FLEX			P/H	A/L						FLEX	
	Length				7.00									7.00	7.00							
TOTAL HRS CLAIMED		8.00	8.00	8.00	7.00	8.00	8.00	8.00	8.00	8.00	0.00	8.00	8.00	7.00	7.00	8.00	8.00	8.00	8.00	8.00	0.00	Carry Over (Max 14 hrs)
Carry Over Last Period (+/-)		14.00																				14.00
Progressive Total Hours		22.00	30.00	38.00	45.00	53.00	61.00	69.00	77.00	85.00	85.00	93.00	101.00	108.00	115.00	123.00	131.00	139.00	147.00	155.00	155.00	14.00
Progressive Standard Hours		7.00	14.00	21.00	28.00	35.00	42.00	49.00	56.00	63.00	70.00	77.00	84.00	91.00	98.00	105.00	112.00	119.00	126.00	133.00	140.00	
FLEX CREDIT OR DEBIT		15.00	16.00	17.00	17.00	18.00	19.00	20.00	21.00	22.00	15.00	16.00	17.00	17.00	17.00	18.00	19.00	20.00	21.00	22.00	15.00	
<b>EMPLOYEE'S CERTIFICATION</b>					<b>SUPERVISOR'S AUTHORISATION</b>																	
<p>* I certify that the details in this form are accurate and a true reflection of hours worked</p> <p>* Leave applications have been submitted where necessary.</p> <p>* Medical certificates have been submitted where necessary.</p> <p>* By emailing this document to my Manager, I certify this timesheet.</p>					<p>* I certify that to the best of my knowledge the details appearing above are correct.</p> <p>* Leave applications have been submitted where necessary. Carryover has been checked.</p> <p>* Medical Certificates, where required, have been sighted and initialled.</p> <p>* I approve the carry-over of any flextime credits up to 14 hours from this accounting period for the employee.</p> <p>* By saving this document to Trim, I authorise this timesheet.</p> <p>Date <input type="text"/></p>																	
					<p><b>Notes</b></p> <p>Morning and afternoon entries must be accurate and only completed if work is physically attended.</p> <p>All leave must be recorded in the "Approved Leave" section. Record the leave type as per the legend below (including flexi time).</p> <p>Any leave taken must also be recorded in hours in the "length" section (except for flexi time). Do not record length of flexi time as it will add to total hours worked.</p> <p>A meal break must be taken after 5 hours work and must be of at least 30 minutes in duration.</p> <p><b>Leave Type</b></p> <p>P/H - Public Holiday                      SIC - Sick Leave  A/L - Annual Leave                        C/L - Carers Leave  Flex - Flexi Time                            B/L - Bereavement Leave  LSL - Long Service Leave                INDU - Industrial Day</p>																	

